

CIVIC PRIDE

Licensing and Enforcement Officer Job Description and Person Specification

October 2016

Job Description

Job Title:	Licensing and Enforcement Officer
Department:	Civic Pride
Function:	Environmental Health & Consumer Protection
Team:	Trading Standards & Licensing
Post number:	CY0420
Grade:	LBR10
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours/52.14 weeks
Base location:	Redbridge Control Centre
Reports to: <i>Job title</i>	Community Safety Partnership Manager
Responsible for: <i>Job titles of direct reports</i>	<p>As a team member for the operational delivery of licensing enforcement in accordance with Council licensing policy, legislation, guidance and best professional practice and in line with the Council's overall objectives. This will also involve supporting the Redbridge Enforcement Officers to carry out licensing enforcement and compliance visits.</p> <p>Coordinating and delivering joint operations with relevant council officers, senior stakeholders and relevant internal and external partners, with the support of the senior licensing officer. This includes coordinating the Community Safety Joint Action Group and Redbridge Action Days.</p> <p>Coordinating and providing administrative support for the Redbridge Victims Panel</p>

<p>Role purpose and role dimensions: <i>Overview of the job</i></p>	<ul style="list-style-type: none"> ▪ To visit and inspect premises to ensure compliance with the range of legislation and to specialise in alcohol licensing, including weekend and evening inspections or meetings as required to a minimum of 2 weekend and one weekday nights every month. ▪ To work closely with the underage sales coordinator in the Trading Standards team to support underage sales enforcement and test purchasing programs on licensed premises. ▪ To carry out investigations, procure samples, prepare reports, evidence and statements, recommend actions and serve legal notices. ▪ To attend meetings representing the Council and give presentations, evidence or other information to Licensing Committees or Magistrates' Courts or other tribunals. ▪ To carry out licensing projects as allocated. To prepare briefing notes reports and recommendations. ▪ To represent the service at internal and external meetings. ▪ To prepare reports for licensing committee when required. ▪ To be the specialist officer in an allocated role, as directed and have a detailed knowledge of the licensing process, the responsibilities of the Licensing Authority and enforcement as well as be able to provide advice on changes in legislation that affect the licensing service. ▪ To support the senior licensing enforcement officer to coordinate the Joint Action group and Redbridge Action Days ▪ To coordinate and provide administrative support for Redbridge Victims Panel
<p>Key external contacts: <i>Organisations</i></p>	<p>Public and residents of the London Borough of Redbridge Redbridge based businesses Other Local Authority Licensing Officers Police (Safer Neighbourhood Officers and the licensing specialists) Professional Bodies London Fire Brigade Health and Safety Executive Lead Officers</p>
<p>Key internal contacts: <i>Job titles or groups of staff</i></p>	<p>Licensing Authority Team Redbridge Enforcement Team Trading Standards Environmental Health Planning Legal Services Leisure Services Emergency Planning Committee Services Local Business Partnerships Pub Watch</p>
<p>Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i></p>	<p>Drug testing equipment (value £30k) Secure Police O2 radio systems</p>

Key areas for decision making:	Contributing to the strategic decisions concerning: Statutory Licensing Policy Statutory Gambling policy Safety of all staff including dynamic risk assessments Staff – team members support, training and development Enforcement actions in field locations Advice to local businesses on compliance with legislation and policy Preparation of reports and action plans for failing premises Responsible for the delivery and co-ordination of joint operations with partners, other services and official bodies and agencies
Other considerations: <i>E.g. working patterns</i>	To conduct out of hours inspections as part of a team rota. Provide advice to other service areas including Chief Officers and Members on events.

Key accountabilities and result areas:	Key elements:
Strategic thinking and planning	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Contributing to the development, formulation, implementation and review of licensing and gambling policies and procedures. ▪ Conducting on site reviews to monitor the extent of progress and achievement of action plans and compliance at licensed premises. ▪ Being responsible for the delivery and co-ordination of partnership activities and operations throughout the Service Area, primarily responsible for coordinating the Redbridge Action Days and Community Safety Joint Action Group.

<p>Managing services, joint operations and delivery</p>	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Working with the Unit Manager to maintain and develop the effectiveness of the Licensing Enforcement Service by assisting with the drafting of service plans that specify outcomes, resources allocated for their achievement and the performance measures and standards to be achieved. ▪ Working with partners both inside and outside the Council to determine the most appropriate strategies to raise standards and performance, continuously and consistently and to ensure the effective implementation of these strategies. ▪ Working with partner agencies (members of the victims panel) to find solutions to safeguard repeat victims of ASB and Hate Crime ▪ Developing and coordinating short, medium and long term work to reduce crime and disorder problems in order to significantly improve the quality of life of local residents. ▪ Working as part of the multi-disciplinary team and take a leading role in order to reduce and overcome service barriers and to encourage internal and external partnership working with all key statutory authority partners and community groups. ▪ Targeting excellent written and verbal communication skills to the appropriate audience which will include the production of suitable publicity and marketing material to promote initiatives. ▪ Contributing to, and to taking responsibility for, the implementation of work place risk assessments. ▪ Identifying, establishing and maintaining information systems in critical areas and analysing material to identify priorities, make decisions, determine action and report progress. ▪ Ensuring that the work carried out by the functions for which the post holder is responsible for is in accordance with required Council standards, standing orders, and legal requirements, national and local objectives.
<p>Leadership and Management of People</p>	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Supporting service change, ensuring appropriate systems of performance and development, communications, quality measures, monitoring and reviews are in place. ▪ Working with key stakeholders, local residents and others to improve service delivery and promote creative and innovative ways of resolving local problems; ensuring services are developed which meet the needs of our community and are accessible to all users. ▪ Being a positive team member and delivering services to agreed standards, and timescales; to build trust, good morale and teamwork. ▪ Assisting with staff training and motivating others, particularly the Redbridge Enforcement Officers. ▪ Managing own professional development within a recognised professional body securing minimum CPD as agreed at annual appraisals. ▪ Promoting equality of opportunity and collaborative working within the licensing team ensuring the delivery of non-discriminatory services and to promote greater equity for disadvantaged groups.

<p>Political Sensitivity and personal effectiveness</p>	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Working with Members of the Licensing Committee and be politically sensitive and able to recognise and deal with a range of sensitive issues that impact on the service area. ▪ Having an awareness of the organisational context and commitment to the Council's values and vision. ▪ Dealing directly with all Members of the Council and provide sound, accurate and professional advice and guidance. This will involve occasionally attending Member meetings ▪ Assessing own priorities and set yourself objectives and deadlines while maintaining control on the key priorities/accountabilities.
<p>Managing projects and resources</p>	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Having a clear understanding of the budget management process. To monitor licensees to ensure licensing income and revenue is achieved. ▪ Being responsible for equipment (e.g. GEC Itemiser) ensuring its proper maintenance, integrity and security when in use. ▪ Devising, leading and being responsible for complex projects at a multi-agency level. Determining the resources required and setting time/cost limits for their completion. Planning, monitoring and steering those projects and applying corrective action, when required. ▪ Evaluating joint operations, producing high quality reports and providing recommendations to senior managers and Members on how to improve collaborative working between the Council and its partners. ▪ Applying the Council's agreed project management techniques where required, ensuring the maintenance of up to date records which will enable the provision of timely, relevant and comparative information together with early warning of potential difficulties.

Other responsibilities	<ul style="list-style-type: none"> ▪ Contributing to the licensing process in relation to hearings, including judgements on whether representations received are relevant. ▪ Writing and managing the preparation of Committee reports to Area Committees and the Licensing Sub-Committees with recommendations for action on a variety of professional or general topics. ▪ Attending court and giving evidence where necessary. ▪ Supporting the Council's Legal service in preparing appeal cases from licensing panels to Magistrates court. ▪ Co-ordinating relevant statutory authorities in the licensing process and projects ▪ Assisting in the management of Licence application process and preparation of Licences, reports, representations and meetings with applicants and solicitors. <p>General</p> <ul style="list-style-type: none"> ▪ Playing a full part within Civic Pride and Enforcement, including the overall well being and strategic direction of the organisation and contributing to projects/initiatives outside of the post holder's immediate areas of responsibility. <p>Other</p> <ul style="list-style-type: none"> ▪ The post holder will be expected to undertake such additional duties or responsibilities, consistent with the role. ▪ The post holder is expected to take on a deputising role as and when directed by the Unit Manager.
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.

Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees’ access to and use of the Council’s databases and systems. Any breaches could result in disciplinary measures. Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a CRB Disclosure check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the Council’s strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> Taking responsibility for continuing self-development and participating in training and development activities. Participating in the ongoing development, implementation and monitoring of the service plans. Supporting and contributing to value for money, service efficiencies and improvements.

Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.
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Person Specification

Job Title:	Licensing and Enforcement Officer		
	<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>	A - I	Weighting
Minimum education/ qualifications:	1. Educated to Degree or NVQ level 5, or hold a relevant professional qualification. 2. Evidence of Continuous professional development (membership of a professional body). 3. A Member of the Institute of Licensing.	A A A	3 2 2
Minimum experience/ knowledge/ skills:	<p>Experience:</p> <p>Substantive experience of working as an enforcement officer in a Local Authority or similar organisation.</p> <p>Experience of working in a multi-agency environment with the voluntary, public and private sectors.</p> <p>Understanding of the roles and responsibilities of partner agencies.</p> <p>Preparation of operational reports for decision.</p> <p>Presenting operational reports to Managers, and Member Committees.</p> <p>Skills:</p> <p>Ability to apply policy and legislation in an enforcement role.</p> <p>Ability to take decisions on enforcement issues at field locations, record and retain evidence, and act with authority without recourse to supervisor/manager.</p> <p>Ability to understand and manage technical and legal licensing information.</p> <p>Ability to lead and carry out project based tasks.</p> <p>Ability to work under pressure, meet deadlines and remain flexible in the face of changing priorities.</p> <p>Knowledge:</p> <p>Detailed knowledge of current national and local legislation, guidelines, strategies and remedies relating to licensing services including Alcohol, Crime and Disorder and Public Safety.</p> <p>Knowledge of public and statutory authorities that relate to or contribute to the objectives of an effective and co-ordinated Licensing Service.</p>	A A - I A - I A - I A - I A - I A - I A - I A - I A - I A - I A - I A - I A - I A - I	3 3 3 3 3 3 3 3 3 3 3 3 3 3 2

Minimum competencies: Customer focus	Provides services which have been designed to meet customer needs and expectations, and which conform to the highest professional standards, within a framework of accountability to stakeholders.	A – I	3
	Considers the needs of a diverse range of cultures, ethnicity and backgrounds when developing strategies	I	3
Communicating and influencing	Highly developed communication and presentational skills with ability to relate well to people at all levels.	A – I	3
	Able to communicate with a range of different audiences, adopting alternative approaches, in a manner which is clear, fluent and concise.	A - I	3
Building relationships, working together and in partnership	Embraces the Authority's stated intention to work in partnership with other providers in order to deliver the most efficient and flexible services to customers, maintaining and developing joint-working as appropriate	A – I	3
	Works effectively in a partnership environment with colleagues and community groups from a diverse range of professional and socio-economic backgrounds	A – I	3
	Personal credibility and integrity, which command the respect of Members, other Officers, employees and people beyond the Council.	I	3
Respecting & implementing diversity	Is constantly mindful of equality and diversity issues in providing services, and seeks to avoid unwitting discrimination.	A - I	3
Planning, analysing & achieving results	Ability to analyse complex problems and to develop and implement practical and workable solutions.	A – I	3
	Has a high level of personal 'drive', energy and enthusiasm, able to demonstrate a capacity for sustained effort and performance	A – I	3
	Seeks out relevant information for problem solving and decision-making, consulting with others as necessary.	A – I	3
	Understands the importance of being able to plan, prioritise and manage a demanding workload with multiple priorities, delivering work on time within an environment of competing and changing demands	A – I	3
	Receptive to new ideas, and willing and able to adjust to new demands and circumstances	A - I	3